

In the Claims

1. (Currently Amended) An inter-module communication comprising:
customer relations management system information; and
a message, wherein
said message comprises said customer relations management system information,
and
at least a portion of said message is encoded in a markup language.
2. (Original) The inter-module communication of claim 1, wherein
said customer relations management system information comprises at least one of agent
information and work item information.
3. (Original) The inter-module communication of claim 2, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
4. (Original) The inter-module communication of claim 1, wherein
said message comprises a command, said command configured to cause a module
receiving said message to perform an operation.
5. (Original) The inter-module communication of claim 1, wherein
said message comprises a request, said request configured to cause a module receiving
said message to reply with other customer relations management system
information.
6. (Original) The inter-module communication of claim 1, wherein
said message comprises a notification, said notification comprising other customer
relations management system information, said other customer relations
management system information being generated by a module generating said
message.

7. (Original) The inter-module communication of claim 1, wherein said message is communicated in order to perform a function, said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
8. (Original) The inter-module communication of claim 7, wherein said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.
9. (Original) The inter-module communication of claim 7, wherein said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.
10. (Original) The inter-module communication of claim 7, wherein said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
11. (Original) The inter-module communication of claim 7, wherein said administrative function is one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

12. (Currently Amended) An inter-module interface definition comprising:
a message definition, wherein
said message definition defines a message containing customer relations
management system information, and
at least a portion of said message is encoded in a markup language.
13. (Previously Presented) The inter-module interface definition of claim 12, wherein
said customer relations management system information comprises at least one of agent
information and work item information.
14. (Previously Presented) The inter-module interface definition of claim 13, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
15. (Original) The inter-module interface definition of claim 12, wherein
said message definition defines a command, said command defined such that a module
receiving said message performs an operation.
16. (Original) The inter-module interface definition of claim 12, wherein
said message definition defines a request, said request defined such that a module
receiving said message replies with other customer relations management system
information.
17. (Original) The inter-module interface definition of claim 12, wherein
said message definition defines a notification, said notification comprising other
customer relations management system information, said other customer relations
management system information being generated by a module generating said
message.
18. (Original) The definition inter-module interface definition of claim 12, wherein
said message defines a function,

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

19. (Original) The inter-module interface definition of claim 18, wherein said agent-related function defines one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

20. (Original) The inter-module interface definition of claim 18, wherein said work item-related function defines one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.

21. (Original) The inter-module interface definition of claim 18, wherein said statistics-related function defines one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.

22. (Original) The inter-module interface definition of claim 18, wherein said administrative function defines one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

23. (Currently Amended) A method of inter-module communication comprising:
forming a message, wherein
said message comprises customer relations management system information, and
at least a portion of said message is encoded in a markup language.
24. (Original) The method of claim 23, wherein
said customer relations management system information comprises at least one of agent
information and work item information.
25. (Original) The method of claim 24, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
26. (Original) The method of claim 23, further comprising:
communicating said message from a commerce server to a universal queuing system.
27. (Original) The method of claim 23, further comprising:
forming a command, wherein said message comprises said command and said command
is defined such that a module receiving said message performs an operation.
28. (Original) The method of claim 23, further comprising:
forming a request, wherein said message comprises said request and said request is
configured to cause a module receiving said message to reply with other customer
relations management system information.
29. (Previously Presented) The method of claim 23, further comprising:
forming a notification, wherein said message comprises said notification, said notification
comprises other customer relations management system information, and said
other customer relations management system information is generated by a
module generating said message.

30. (Previously Presented) The method of claim 23, wherein said message defines a function, said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
31. (Original) The method of claim 30, wherein said agent-related function is initiated by one of an AgentLogin command, an AgentLogout command, an AgentInitAuBWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.
32. (Original) The method of claim 30, wherein said work item-related function is initiated by one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.
33. (Original) The method of claim 30, wherein said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
34. (Original) The method of claim 30, wherein said administrative function is initiated by one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

35. (Previously Presented) The method of claim 23, further comprising:
sending said message.
36. (Previously Presented) The method of claim 35, further comprising:
receiving said message.
37. (Currently Amended) A computer system comprising:
a processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium, configured to cause said
processor to:
form a message, wherein
said message comprises customer relations management system
information, and
at least a portion of said message is encoded in a markup language.
38. (Previously Presented) The computer system of claim 37, wherein
said customer relations management system information comprises at least one of agent
information and work item information.
39. (Previously Presented) The computer system of claim 38, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
40. (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:
communicate said message from a commerce server to a universal queuing system.
41. (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:

form a command, wherein said message comprises said command and said command is defined such that a module receiving said message performs an operation.

42. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form a request, wherein said message comprises said request and said request is configured to cause a module receiving said message to reply with other customer relations management system information.

43. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form a notification, wherein
said message comprises said notification,
said notification comprises other customer relations management system information, and
said other customer relations management system information is generated by a module generating said message.

44. (Previously Presented) The computer system of claim 37, wherein
said message defines a function,
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
send said message.

46. (Currently Amended) A computer program product encoded in computer readable media, said computer program product comprising:
a first set of instructions, executable on a computer system, configured to form a message, wherein
said message comprises customer relations management system information, and

at least a portion of said message is encoded in a markup language.

47. (Previously Presented) The computer program product of claim 46, wherein said customer relations management system information comprises at least one of agent information and work item information.
48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.
50. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to form a command, wherein said message comprises said command and said command is defined such that a module receiving said message performs an operation.
51. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to form a request, wherein said message comprises said request and said request is configured to cause a module receiving said message to reply with other customer relations management system information.
52. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form a notification, wherein
said message comprises said notification,
said notification comprises other customer relations management system information, and
said other customer relations management system information is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein said message defines a function,
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to send said message.

55. (Currently Amended) An apparatus for inter-module communication comprising:
means for forming a message, wherein
said message comprises customer relations management system information, and
at least a portion of said message is encoded in a markup language.

56. (Previously Presented) The apparatus of claim 55, wherein
said customer relations management system information comprises at least one of agent information and work item information.

57. (Previously Presented) The apparatus of claim 56, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

58. (Previously Presented) The apparatus of claim 55, further comprising:
means for communicating said message from a commerce server to a universal queuing
system.
59. (Previously Presented) The apparatus of claim 55, further comprising:
means for forming a command, wherein said message comprises said command and said
command is defined such that a module receiving said message performs an
operation.
60. (Previously Presented) The apparatus of claim 55, further comprising:
means for forming a request, wherein said message comprises said request and said
request is configured to cause a module receiving said message to reply with other
customer relations management system information.
61. (Previously Presented) The apparatus of claim 55, further comprising:
means for forming a notification, wherein said message comprises said notification, said
notification comprises other customer relations management system information,
and said other customer relations management system information is generated by
a module generating said message.
62. (Previously Presented) The apparatus of claim 55, wherein
said message defines a function,
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
63. (Previously Presented) The apparatus of claim 55, further comprising:
means for sending said message.
64. (Previously Presented) The apparatus of claim 63, further comprising:
means for receiving said message.
65. (Currently Amended) A method of inter-module communication comprising:

receiving a message, wherein

said message comprises customer relations management system information, and
at least a portion of said message is encoded in a markup language.

66. (Previously Presented) The method of claim 65, wherein
said customer relations management system information comprises at least one of agent
information and work item information.

67. (Previously Presented) The method of claim 66, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

68. (Previously Presented) The method of claim 65, wherein
said receiving of said command occurs at a universal queuing system.

69. (Previously Presented) The method of claim 65, further comprising:
performing an operation in response to receiving a command, wherein said message
comprises said command.

70. (Previously Presented) The method of claim 65, further comprising:
replying with other customer relations management system information in response to
receiving said message, wherein said message comprises said request.

71. (Previously Presented) The method of claim 65, wherein
said message comprises a notification,
said notification comprises other customer relations management system information, and
said other customer relations management system information is generated by a module
generating said message.

72. (Previously Presented) The method of claim 65, wherein
said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

73. (Currently Amended) A computer system comprising:
a processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium, configured to cause said processor to:
receive a message, wherein
said message comprises customer relations management system
information, and
at least a portion of said message is encoded in a markup language.

74. (Previously Presented) The computer system of claim 73, wherein
said customer relations management system information comprises at least one of agent
information and work item information.

75. (Previously Presented) The computer system of claim 74, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

76. (Previously Presented) The computer system of claim 73, wherein
said receiving of said command occurs at a universal queuing system.

77. (Previously Presented) The computer system of claim 73, wherein said computer
code is further configured to cause said processor to:
perform an operation in response to receiving a command, wherein said message
comprises said command.

78. (Previously Presented) The computer system of claim 73, wherein said computer
code is further configured to cause said processor to:

reply with other customer relations management system information in response to receiving said message, wherein said message comprises a request.

79. (Previously Presented) The computer system of claim 73, wherein said message comprises a notification, said notification comprises other customer relations management system information, and said other customer relations management system information is generated by a module generating said message.

80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (Currently Amended) A computer program product encoded in computer readable media, said computer program product comprising:
a first set of instructions, executable on a computer system, configured to receive a message, wherein
said message comprises customer relations management system information, and
at least a portion of said message is encoded in a markup language.

82. (Previously Presented) The computer program product of claim 81, wherein said customer relations management system information comprises at least one of agent information and work item information.

83. (Previously Presented) The computer program product of claim 81, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein

said receiving of said command occurs at a universal queuing system.

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving a command, wherein said message comprises said command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to reply with other customer relations management system information in response to receiving said message, wherein said message comprises a request.

87. (Previously Presented) The computer program product of claim 81, wherein said message comprises a notification, said notification comprises other customer relations management system information, and said other customer relations management system information is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Currently Amended) An apparatus for inter-module communication comprising: means for receiving a message, wherein said message comprises customer relations management system information, and at least a portion of said message is encoded in a markup language.

90. (Previously Presented) The apparatus of claim 89, wherein

said customer relations management system information comprises at least one of agent information and work item information.

91. (Previously Presented) The apparatus of claim 90, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92. (Previously Presented) The apparatus of claim 89, wherein said receiving of said command occurs at a universal queuing system.

93. (Previously Presented) The apparatus of claim 89, further comprising: means for performing an operation in response to receiving a command, wherein said message comprises said command.

94. (Previously Presented) The apparatus of claim 89, further comprising: means for replying with other customer relations management system information in response to receiving said message, wherein said message comprises said request.

95. (Previously Presented) The apparatus of claim 89, wherein said message comprises a notification, said notification comprises other customer relations management system information, and said other customer relations management system information is generated by a module generating said message.

96. (Previously Presented) The of claim 89, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.